



## State of Utah

JON M. HUNTSMAN, JR.  
Governor

GARY HERBERT  
Lieutenant Governor

## Public Service Commission

TED BOYER  
*Chairman*

RIC CAMPBELL  
*Commissioner*

RON ALLEN  
*Commissioner*

**June 30, 2008**

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Room TW-B204  
Washington, D.C. 20554

Re: TRS Consumer Complaints Log Summaries for the FCC, CG Docket 03-123

Dear Ms. Dortch:

In accordance with the Improved TRS Order issued in **CG Docket 03-123** by the Federal Communications Commission (FCC) and the order dated March 6, 2000, the Public Service Commission of Utah hereby submits the State of Utah's TRS Complaints Log. Included are summaries of reports from Sprint, Utah's TRS provider, as well as from Sorenson, a Video Relay Service provider.

For the period of June 1, 2007 through May 31, 2008, Sprint received a total of 6 (six) customer complaints for TRS and CapTel that were filed with supervisors at one of the Sprint TRS call centers. For the same period of time, Sorenson VRS received 23 (twenty-three) customer complaints. There were no complaints recorded for services such as IP Relay, Speech-to-Speech Relay, and Spanish Relay. Any complaints received by the Commission Secretary or the TRS Specialist with the Utah Public Service Commission were referred to the appropriate service provider and are included in their complaint records. All of the complaints were resolved in a timely fashion, and to the Utah PSC's knowledge, none of the aforementioned complaints escalated into action for the FCC.

The Utah Public Service Commission is currently working with a full-time Sprint Account Manager located and working in Utah which has proved beneficial. The Account Manager has assisted the Commission with implementation of a new wireless device program for expansion of usage of IP Wireless Relay Services.

The Commission has been working with an advertising and public relations firm in order to assist with outreach efforts. Updates are underway to the website ([www.relayutah.gov](http://www.relayutah.gov)) in order to make it more user-friendly. The advertising firm will continue to assist with endeavors such as public service announcements regarding equipment and services such as the Captioned Telephone and wireless devices.

The Utah Public Service Commission continues to work in conjunction with the FCC as well as strives to be proactive to providing the best possible relay service for the residents of Utah.

Sincerely,



/s/ Julie Orchard  
Commission Secretary  
TRS Administrator  
160 East 300 South  
Salt Lake City, UT 84111  
(801) 530-6713 (V)  
(801) 530-6796 (fax)  
[jorchard@utah.gov](mailto:jorchard@utah.gov)

Attachment #1: Complaint Log Summary for Period of June 1, 2007 – May 31, 2008  
Attachment #2: Summary of Complaints for Period of June 1, 2007 – May 31, 2008  
Attachment #3: Annual Tally Report for Period of June 1, 2007 – May 31, 2008

cc: Arlene Alexander  
Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
445 12<sup>th</sup> Street, S.W. Rm. 3-C408  
Washington, D.C. 20554

**Attachment #1**  
**Utah Public Service Commission - Complaint Log Summary**  
**June 1, 2007 – May 31, 2008**

**Sprint - TRS and CapTel Complaints**

<b>Date of Complaint</b>	<b>Nature of Complaint</b>	<b>Date Resolved</b>	<b>Explanation of Resolution</b>
06/26/07	Billing – General	06/26/07	Discussed the need to register long distance carrier of choice with caller and registered preferred carrier accordingly.
09/17/07	Captions lag too far behind voice	09/17/07	Customer expressed desire for more simultaneous captioning with no lag time behind the speaker. Customer service researched case and found lag time about 10 seconds more than norm. Customer service representative apologized for this incidence and thanked customer for the feedback. The Agent involved will be monitored and provided tips on avoiding any additional seconds of delay.
05/01/08	Set up - General	3/5/07	Assisted program representative with troubleshooting tips as multiple devices are on the line causing CapTel phone to only ring once on incoming calls.
05/28/08	Set up - General	05/28/08	Discussed the proper way to set up 2 line CapTel with the first phone line in the first jack of the CapTel phone and the second line in the second jack of the CapTel phone.
05/28/08	Set up - General	3/5/07	Advised using y jack when wanting to use CapTel and another device on the same wall jack. This resolved customer's experience.
05/30/08	Customer was not happy about all relays are typing terribly. None of the words come out right. :It makes me crazy!"	05/30/08	Supervisor spoke with the customer. She explained that the Agent was typing correctly, however, there was probably garbling on the TTY. Customer was happy with explanation and said would hang up to try another Agent. Non agent error. Agent has followed procedure by disabling turbo code, slowing typing down. No action taken.

**Attachment #1 (continued)**  
**Utah Public Service Commission – Complaint Log Summary**  
**June 1, 2007 – May 31, 2008**

**VRS Complaints – Sorenson Communications**

<b>Date of Complaint</b>	<b>Nature of Complaint</b>	<b>Date Resolved</b>	<b>Explanation of Resolution</b>
6/11/07	Poor Video Interpreter (VI) etiquette.	6/13/07	Manager: Interpreter retrained.
6/15/07	Poor VI quality.	7/18/07	Manager: Interpreter retrained.
7/23/07	Poor VI etiquette on VCO call.	8/9/07	Manager: Interpreter retrained.
7/23/07	Poor VI etiquette on VCO call.	7/24/07	No interpreter number was provided with the complaint so no retraining could be completed. Forwarded to national trainer to be reviewed in the training.
8/1/07	Poor VI quality.	10/17/07	Manager: Interpreter retrained.
8/23/07	Poor VI quality.	8/29/07	Manager: Interpreter retrained.
9/12/07	Poor VI quality.	12/13/07	Manager: Interpreter retrained.
9/13/07	Poor VI quality.	10/15/07	Manager: Interpreter retrained.
1/2/08	Poor VI etiquette.	1/7/08	Manager: Interpreter retrained.
1/17/08	Poor VI quality.	1/25/08	Manager: Interpreter retrained.
1/28/08	Poor VI quality.	1/29/08	Manager: Interpreter retrained.
1/29/08	Poor VI etiquette.	1/29/08	Manager: Interpreter retrained.
2/4/08	Poor VI etiquette.	2/8/08	Manager: Interpreter retrained.
2/11/08	Poor VI quality.	2/12/08	Manager: Interpreter retrained.
2/19/08	Poor VI etiquette.	2/21/08	Manager: Interpreter retrained.
2/21/08	Poor VI quality.	2/27/08	Manager: Interpreter retrained.
2/28/08	Poor VI etiquette.	2/28/08	Manager: Interpreter retrained.
3/5/08	Hold times	3/5/08	Customer Service: Apologized for the hold time the caller experienced.
3/24/08	Poor VI quality.	5/30/08	Manager: Interpreter retrained.
3/27/08	Poor VI etiquette.	3/27/08	No Interpreter number provided with the complaint.
3/31/08	Poor VI quality.	4/3/08	Manager: Interpreter retrained.
4/18/08	Poor VI etiquette.	6/23/08	Manager: Interpreter retrained.
4/28/08	Poor VI etiquette.	6/3/2008	Manager: Interpreter retrained.

**Attachment #2**  
**Utah Public Service Commission – Summary of Complaints**  
**June 1, 2007 – May 31, 2008**

For the period of June 1, 2007 through May 31, 2008, there were a total of 29 (twenty-nine) complaints filed with Sprint and Sorenson for TRS, VRS, and CapTel. No complaints were filed for any of the other services e.g. Speech-to-Speech, IPRelay, Spanish Relay, etc. Sprint received a total of 6 (six) customer complaints and all complaints were filed with supervisors at one of the Sprint TRS or Captioning centers. Sorenson Communications reports receiving a total of 23 complaints in the period of June 1, 2007 through May 31, 2008 of all calls originating or terminating in the State of Utah. All 29 (twenty-nine) complaints were resolved in a timely fashion, and none were escalated for action by the State of Utah or by the Federal Communications Commission.

**Attachment #3**  
**Utah Public Service Commission - Annual Tally Report**  
**June 1, 2007 - May 31, 2008**

**TRS/CapTel Customer Complaints**

<b>Type of Complaint</b>	<b>Number of Complaints</b>
Billing - General	1
Captions lagging behind voice	1
Set up - General	3
Garble	1

**Total = 6 complaints**

**VRS Customer Complaints**

<b>Type of Complaint</b>	<b>Number of complaints</b>
Video Interpreter (VI) Quality	11
VI Etiquette	11
Hold Times	1

**Total = 23 complaints**

**Attachment #3 (continued)**  
**Relay Utah - Annual Tally Report by Month**  
**June 1, 2007 - May 31, 2008**

<b>TRS/CapTel Tally</b>	<b>Number of Complaints</b>
June 2007	1
July 2007	0
August 2007	0
September 2007	1
October 2007	0
November 2007	0
December 2007	0
January 2008	0
February 2008	0
March 2008	0
April 2008	0
May 2008	4
<b>Total TRS Complaints</b>	<b>6</b>

<b>VRS Tally</b>	<b>Number of Complaints</b>
June 2007	2
July 2007	2
August 2007	2
September 2007	2
October 2007	0
November 2007	0
December 2007	0
January 2008	4
February 2008	5
March 2008	4
April 2008	2
May 2008	0
<b>Total VRS Complaints</b>	<b>23</b>